



NeHC Patient Engagement Tool Overview





Consumer Engagement

Recognition that ROI requires changes in consumer (patient) engagement

HIT itself will not drive significant health savings

Movement toward ACO's and population-based reimbursement

m-Health and consumer apps exploding



How is Consumer Engagement Being Supported by KHIE?

Coordinating Council
Committees consumer focus

Convened
Meeting of
Stakeholders

GOEHI Marketing
Campaign

NeHC CeRT (Consumer eHealth Readiness Tool)—first in the nation to adopt

Top Priority—MU Stages 2 and 3



CeRT Overview

NeHC Consumer Consortium

- ➤ Diverse group of 300+ prominent stakeholders to share best practices
- Developed a coordinated program for effective consumer engagement in eHealth
- Closely aligned with ONC/CMS policies and requirements
- Increases provider ability to meet Meaningful Use
- Business intelligence tool
 - Technology
 - Infrastructure
 - > Culture
 - Outcome measurements
- Addresses accountable care/population management



CeRT is Mapped to Patient **Engagement Framework**



PATIENT ENGAGEMENT FRAMEWORK

INTERACT

AND

RETAIN,

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REACH

EXTEND

AND

SYNERGY

CREATE





Inform Me

Information and Way-Finding

- · Maps and directions
- Services directory · Physician directory

e-Tools

- · Health encyclopedia
- Wellness guidance
- Prevention

Forms: Printable

- HIPAA
- Insurance

Patient-Specific Education

- Care plan
- Tests
- Prescribed medication

Advance directives Informed consent

- · Procedure/treatment

Information and Way-Finding

- Nearest healthcare services
- Symptom checker

e-Tools

Engage Me + 3

 Pregnancy tracking
 Option to share Fitness tracking

AND ATTRACT

NFORM

progress and Healthy eating tracking on social media health milestones

Interactive Forms: Online

- · Patient profile • Schedule a clinic Register or pay a bill appointment
- Email customer service Refill a prescription

Patient-Specific Education

- Care Instructions Reminders
- Medication
- Preventive services
- Follow-up appointments

Patient Access: Records

- · View electronic health record
- · Download electronic health record

Empower Me + 3 + 9

Information, Way-Finding, and Quality

- Quality and safety reports on providers and healthcare organizations
- Patient ratings of providers, hospitals and other healthcare organizations

e-Tools

Integrated Forms: EHR

- · Care plan management
- Online nurse Secure messaging

Virtual coaching

· Record correction requests Advance directives (scanned)

Patient-Specific Education

- Materials in Spanish
- · Guides to understanding accountable care

Patient Access: Records

- Transmit patient record electronically
- Copy the patient or a healthcare designee when sharing electronic record · EHR integrated with patient PHR

Patient-Generated Data

- · Care experience surveys
- Symptom assessments
- · Self-management diaries
- · Patient-generated data in EHR
- Ouestionnaires
- Pre-visit
- Health history
- Demographics

Interoperable Records

- · Integrated with health information exchange (HIE)
- E-referral coordination between providers
- · Ambulatory and hospital records integration
- Images and video in EHR
- · Commercial labs, radiology, medications



EFFICIENTLY

PARTNER

Partner With Me + **3** + **9** + **9**

Information, Way-Finding, and Analytics/Quality

- Patient-specific predictive modeling
- Patient-specific quality indicators Patient accountability scores

e-Tools

- Wellness plan
- Advance care planning
- · Coordination of care across systems

Integrated Forms: EHR

- · Clinical trial records
- · Immunization (public health)

Patient-Specific Education

Patient Access

 Materials in Condition-specific Spanish and the self-management top 5 national languages

- · Publish and subscribe
- Summary of care

Patient-Generated Data

- Shared decision making
- Preferencesensitive care
- Informed
- choice/consent Adherence
- reporting Medications
- Self-care Wellness
- Physician orders for life-sustaining
- treatment
- Intolerances

Advance

- Allergies
- Values

Home monitoring

Tele-medicine

Devices

Directives

Preferences

Interoperable Records

- · Integrated with clinical trial records · Integrated with public health reporting
- · Integrated with claims and administrative data

Collaborative Care

- Acute
- · Long-term post-acute care
- · Primary care
- Specialty







- Information, Way-Finding, and Analytics/Quality
- Care comparison for providers, treatments, and medications
- Convenience
- Ouality

e-Visits and e-Tools

· e-Visits as part of ongoing care

Integrated Forms: EHR

(replaced by interoperable collaborative care records)

Patient-Specific Education

- Care planning
- · Chronic care self-management
- · Reminders for daily care

Patient Access and Use

- Publish/subscribe for complete record Distribution of record among care team
- Patient-granted permissions · Patient-set privacy controls

Care Team-Generated Data

Shared care plans

Chronic

- Episodic End of life
- Adherence Costs Quality

Team outcomes

Interoperable Records

· Integrated with long-term post-acute care records

Collaborative Care Chiropractic · Alternative medicine

Dentistry Home

- **Community Support** Online community support forums and
- resources for all care team members Caregivers
 - Clergy
- Family Counseling Aligned: Meaningful Use 4+
- Friends Services



CeRT Overview

- Survey-based organizational assessment
- Real-time progress reports
- Comprehensive resource center
- MU2 requirements flagged
- Progressive engagement dimensions
 - Informed consumer
 - Empower consumer
 - Engaged consumer
 - Partnered consumer

- Leadership in consumer engagement
- Provider pathway to MU Stages 2/3
- Enable incentive funds quicker
- Lower costs
 - Avoid staff FTE or consultant expenses
 - Mapped to framework, no need to reinvent
 - Ease of use, iterative, and comprehensive
- Benefits of engaged consumers

KHIE Early Adopter Assessment Plan

CeRT is independent of KHIE.

The Commonwealth of Kentucky and its affiliates have no access to individual provider data related to the CeRT.



KHIE Early Adopter Plan

Underwriting 13 one year licenses

- Encourage adoption
- Make the case
- Qualify for MU Stage 2 quicker

Selection Process

- Stratified by licensed beds, or # of providers
- > Apply by April 28th
- https://www.surveymonkey.com/s/6VZ89FC



KHIE Early Adopter Plan

KHIE and Kentucky REC have licenses

- KHIE will use for planning and implementation
- > REC will use for training
- CeRT will be used for required ONC assessment activities

Providers are encouraged to consider direct purchase

Very low price:

http://www.nationalehealth.org/Cert-pricing

CeRT Demonstration



Two demonstrations have been scheduled for anyone interested:
 Wednesday, April 17, 2013 4:00 PM-5:00 PM or Wednesday, April 24, 2013 12:00 PM-1:00 PM

 Contact your KHIE Outreach Coordinator or Kentucky REC Implementation Specialist